



# Alphacom NR200HP

EXECUTIVE RANGE HEADSETPHONE

## USER GUIDE

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*Versatility & Value*

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## **1. GUARANTEE**

Your NR200HP Headsetphone is guaranteed from the date of purchase. If found to be faulty within the guarantee period it will be repaired or replaced at our discretion, subject to our standard terms and conditions. The guarantee does not cover accidental damage or negligence. The telephone must only be used in the U.K. in accordance with its instructions for use and must not be tampered with, or taken apart by anyone who is not an authorised representative of the company. The guarantee in no way limits your legal rights. Should you have any problems, please return your telephone to your supplier.

Please ensure that a note of your name and address and details of the problems are enclosed, together with a copy of your purchase invoice, and that goods are returned in their full original packaging with instructions enclosed. Goods are returned to the manufacturer at the customers own risk and expense.

## **2. CONDITIONS OF USE**

Your NR200HP Headsetphone is approved for use on business or private direct exchange lines and on compatible PBX extensions.

When connected to a direct exchange line this must be a standard exclusive (not shared service) line. The line should cater for either loop disconnect or multifrequency signalling. The telephone can signal Timed Break and Earth Recall.

This telephone is not suitable for use as an extension to a payphone or on shared service or ( 1+1 ) carrier systems.

The dialling code '999' can be dialled on this apparatus for the purposes of making outgoing calls to the BT Emergency (999) Service.

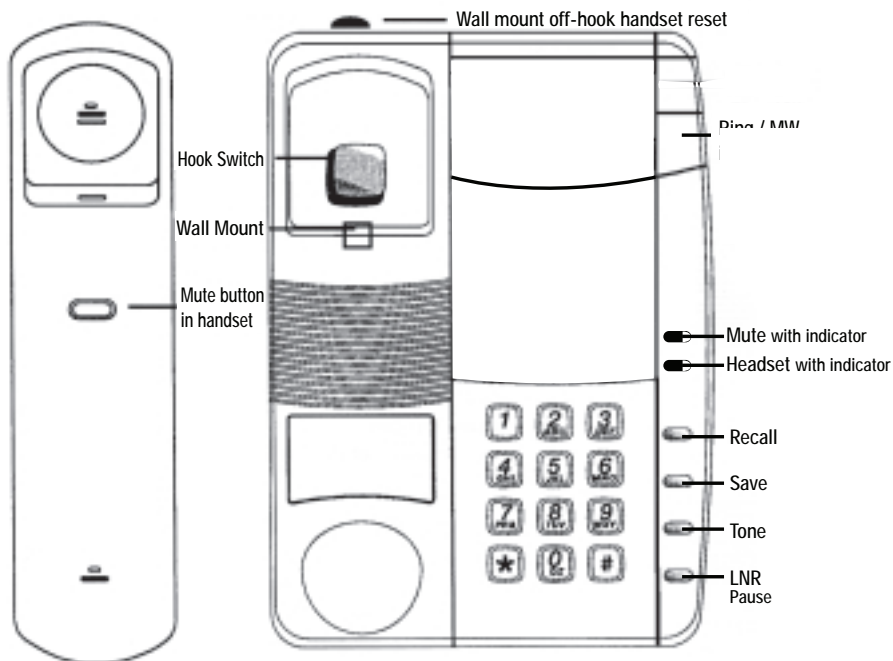
### **Facilities and Features**

This apparatus has been approved for the use of the following facilities

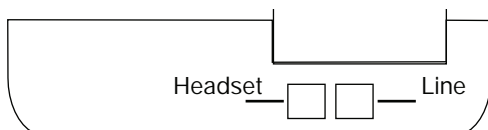
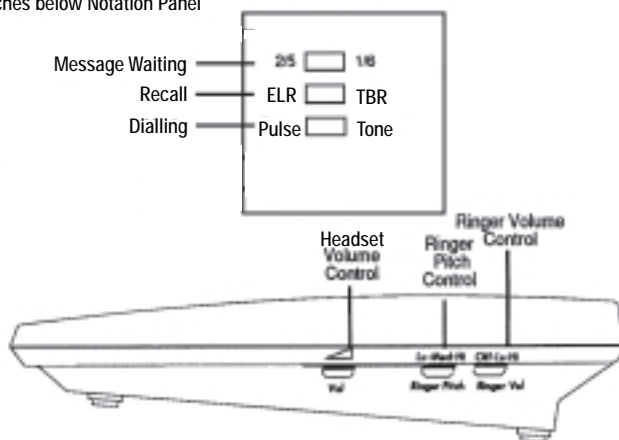
- Simple telephone facility with headset operation
- Loop Disconnect or DTMF Signalling (selectable)
- Mixed Mode signalling
- Earth Loop and Timed Break Recall.
- Handset push to mute facility or optional push to speak (in handset mode only)
- Base unit latchable mute, with LED indication.
- Wall or Desk mountable.
- Ringer OFF/LO/HI control
- Ringer pitch control
- Pause entry in dialling sequence.
- Message waiting.

Any other usage will invalidate the approval of the apparatus if as a result it then ceases to conform to the standards against which approval was gained.

## 4. NR200HP Headsetphone



Switches below Notation Panel



## 5. Utilisation of Controls

The button functions are as follows:

- |                             |   |                                                                                                                                                                                                                                   |
|-----------------------------|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 0 - 9                       | - | Dialing digits.                                                                                                                                                                                                                   |
| * - #                       | - | Dialling codes for MF signalling                                                                                                                                                                                                  |
| Recall                      | - | For use on PBX or for star services                                                                                                                                                                                               |
| Save                        | - | Used to store the last number in a memory                                                                                                                                                                                         |
| Tone                        | - | Switches from Loop Disconnect to DTMF during dialling                                                                                                                                                                             |
| Redial                      | - | Last number redial                                                                                                                                                                                                                |
| Pause                       | - | Insert a pause in the dial sequence                                                                                                                                                                                               |
| Mute                        | - | To prevent the other party from hearing you (ie. push (on handset) down to mute) or, alternatively, on specially adapted models this can be amended to push-to-speak. In this instance, the phone will be clearly marked as such. |
| Latchable Mute<br>(on base) | - | To prevent the other party from hearing you (i.e. push to mute). LED will illuminate when in use. Push button again to continue normal (two-way) conversation.                                                                    |
| Headset                     | - | To enable headset operation, LED will illuminate when in use.                                                                                                                                                                     |

The switch functions are as follows:

- |                         |   |                                                                |
|-------------------------|---|----------------------------------------------------------------|
| Ring Vol                | - | Allows you to set the level of the ringer loudness             |
| Ring Pitch              | - | Allows you to set the pitch of the ringer                      |
| ELR/TBR                 | - | Sets the Recall to Earth (ELR) or Timed Break (TBR) Recall     |
| Pulse/Tone              | - | Sets signalling (dialling) to Loop Disconnect (LD) or DTMF(MF) |
| Message Waiting         | - | Sets the message waiting to 4 or 6 line configuration          |
| Headset Volume Control  | - | Allows you to set the headset volume.                          |
| Visual Indicators: Ring | - | This indicates an incoming call by lighting up.                |
| Message Waiting         | - | Operates where PABX message waiting is operational             |
| Headset Socket          | - | Used to connect the headset (not supplied)                     |

## **6. Installation**

The telephone must be sited close to one of the new modular telephone sockets. There is no limit to the number of sockets you can have installed in your home which means you can, if you wish, move your telephone from room to room. Unlike sockets, however, there is a limit to the number of telephones you can operate on your exchange line. Installing too many telephones will overload the line which could inhibit some or all of the telephones from ringing. To avoid overloading your exchange line there is a method of calculating the number of telephones you can use. Add all the Ringer Equivalence Numbers (REN) together, which are marked on the base of each telephone. Numbers differ so do check. The numbers when added together must be 4 or less. Sometimes BT telephones are unmarked but they can generally be assumed to have a REN of 1.0. If in doubt, please check with your BT Sales Office. The REN value of your NR200HP Headsetphone telephone is 1.0.

## **7. Setting the Dialling and Recall Mode**

The settings must be carried out BEFORE connecting the telephone to the telephone socket. Please note that batteries are not supplied with the unit.

Two preset switches will be found situated underneath the memory card inlay. These are the DIAL MODE SELECTOR SWITCH and RECALL MODE SELECTOR SWITCH and should be set as follows:

### **7.1 THE DIAL MODE SELECTOR SWITCH**

BT are replacing all local exchanges with new 'TONE' dialling digital systems. They will give improved clarity and reliability and with 'Touch Tone' signalling telephones, instant connection of calls over digital exchanges and a host of advanced features. However some telephone exchanges in the U.K. still operate on the PULSE dialling system.

Your NR200HP Headsetphone allows you to operate on either system and the DIAL MODE SELECTOR SWITCH should be set to the dialling mode required by your exchange. Set the switch to the PULSE position for pulse dialling or to the TONE position for tone dialling. If in doubt about the correct dialling mode used by your exchange, please consult your Network Operator.

If you are connected to a TONE dialling exchange, set the switch to the TBR (Timed Break Recall) position to enable you access certain Network Services.

If you are connected to a PULSE dialling exchange, set the switch to the ELR (Earth Loop) position as recall has no function on direct lines connected to such exchanges. (This will avoid the possibility of cutting off your call should the recall button be pressed accidentally.)

If you are connected to a PABX, set the switch according to the requirements of your particular PABX. If in doubt, consult your PABX Instructions or your PABX maintainer.

Having installed the batteries and set the switches, refit the battery compartment cover ensuring that it is screwed fully into place.

BT are replacing all local exchanges with new digital systems. They will give improved clarity and reliability.

If you are on a digital exchange, you can instruct it to ring you back with the cost of your call. Or you can use it to set up reminder calls, where the exchange rings you at a time you specify.

You can even instruct the exchange to divert your incoming calls to another number, or deal with two calls at once, or set up a 3-way call.

These services are called Network Services: to use them you need a tone signalling telephone. To find out if you are on a digital exchange, or when it will be provided, contact your local BT office.

Your NR200HP Businessphone provides tone signalling when the Dial Mode selector switch is set to the (TONE) position and the Recall Mode selector switch is in the TBR position.

If your system requires PULSE dialling, you can change to TONE dialling once the call has been established by pressing the TONE button. This enables you to access special services such as Banking etc. which require access digits to be transmitted in TONE mode. It is important to wait for the call to be established before keying in the access digits. On completion of the call, the telephone will revert to PULSE dialling.

\*TouchTone is a trademark of BT in the U.K.

If you are connected to a PABX, set the switch according to the requirements of your particular PABX. If in doubt, consult your PABX Instructions or your PABX maintainer.



## **8. Connecting to Telephone Socket**

When the setting up instructions have been completed, connect the plug at the end of the telephone lead into the telephone socket. The plug will only fit the correct way round.

## **9. Setting the Ringer**

RINGER OFF/LO/HI switch.

Set the switch to the LO or HI position as desired to give a quiet or loud ring. The Ringer may also be switched OFF by setting the switch to the OFF position. Outgoing calls may still be made with the switch set to the OFF position.

RINGER PITCH switch.

Set the switch to the HI, MED or LO position to adjust the pitch of the ringer.

## **10. Wall Mounting**

You may wish to mount the NR200HP Headsetphone on a wall.

To do this:

- Slide the plastic, "wall mount" upwards to remove, turn it around and replace it in the slot.
- The Handset will then stay in the cradle when the telephone is on the wall.
- Position screw into the wall ensuring that the screw head is 5mm from the wall.
- Place the telephone on the screw using the keyhole slot on the rear of the telephone.

## **11. Operating Procedures**

Two modes of operation are provided; normal handset mode where the handset is lifted and replaced in the normal manner and headset mode where the caller or called party is heard through the headset.

When making or receiving a telephone call, you can alternate between the two modes of operation.

### **11.1 HANDSET OPERATION**

Pick up the handset and if making a call, await dial tone and dial the required

telephone number. On completion of the call, replace handset in cradle.

### **11.2 LAST NUMBER REDIAL**

If the telephone number you have called is engaged or if you want to repeat the call to the number you dialled previously, lift the handset or use the handsfree mode, await dial tone and press the REDIAL LNR button. The previously dialled number will be AUTOMATICALLY RE-DIALLED. Up to 32 digits can be stored in the REDIAL LNR memory.

### **11.3 HEADSET OPERATION**

#### **HEADSET BUTTON**

Using the headset button, you can make calls via the headset without having to move the handset to do so. By pressing the headset button you can obtain a line, answer an incoming call or disconnect the current call.

#### **IMPORTANT**

Calls can be transferred from the handset to the headset only if a headset is connected to the telephone.

#### **HEADSET 'ON' LED**

While calls are being made using the headset, the headset 'ON' LED lights up to indicate that a call is in progress. The light goes out if no calls, or calls using the handset, are being made.

#### **HEADSET VOLUME CONTROL**

A headset volume control on the right hand side of the telephone allows you to select the most comfortable listening volume for the headset. The volume can be set or changed at any time.

#### **TRANSFERRING CALL FROM HANDSET TO HEADSET**

To transfer a call from Handset to Headset, firstly lift the handset then press headset. The LED on the headset button will illuminate. The handset can now be placed back in its original position

## 11.4

### MIXED MODE OPERATION

If you are connected to an exchange requiring PULSE dialling and you wish to route your calls via an alternative carrier (if available), it is necessary to dial an ACCESS code in PULSE mode followed by a pause and then an AUTHORISATION code in TONE mode. Since the telephone numbers of all calls to be re-routed via the alternative carrier will have to be preceded by the same access and authorisation codes, it is convenient to store them in a memory location.

## 11.5

### RECALL BUTTON

This is generally only used when the telephone is connected to a PABX (Private Automatic Branch Exchange) and gives access to features provided by that exchange. However, RECALL is becoming a feature on the new digital exchanges to give access to new services such as some of BT's Network Services.

For full information on the use of the RECALL button, please consult your PABX instructions or your Network Operator providing the services.

For setting the correct RECALL mode, please refer to section under 'INSTALLATION'.

## 11.6

### \* AND # BUTTONS

These are used with the new services provided by digital exchanges as well as accessing features on some PABX's. They have no dialling function in pulse dialling mode.

## 11.7

### HANDSET MUTE BUTTON

When using the NR200HP Headsetphone in handset mode (not headset), whilst the handset mute button is depressed the other party will not hear the conversation. If specified the NR200HP Headsetphone can be supplied with this button as 'push to talk', and in this instance the telephone will be clearly marked as such.

NB. The handset mute button is inoperable when the NR200HP Headsetphone is in headset mode, and therefore all speech when in this mode will be transmitted normally.

## 11.8

### BASE UNIT LATCHABLE MUTE

Pressing the MUTE button during a call will deactivate speech transmission. When mute is activated, its LED indicator will light up. Press the mute button again to deactivate the mute function.

## 11.9

### SAVE FUNCTION

The SAVE button is used to store a dialled number, it may store up to 32 digits. To store a number press SAVE after the number has been dialled.

## **12. OPERATING PROCEDURE FOR PBX CONNECTION**

The NR200HP Businessphone is suitable for connection to a PABX which returns secondary proceed indication.

### **12.1 PBX RECALL**

When connected to a PBX, the telephone will send a Recall Signal to the exchange when the RECALL button is pressed. This NR200HP Headsetphone provides either TIMED LINE BREAK RECALL or EARTH RECALL. Consult your PBX supplier or maintainer to ascertain which is compatible with your PBX. Having established which you require select either ELR (Earth Recall) or TBR (Timed Line Break Recall) using the ELR/TBR switch.

NB. Like the mute key the Recall key is a 'hard switches' not a 'soft press' key. This means that it will only depress slightly, and will remain depressed until released.

### **12.2 PABX PAUSE FACILITY**

On PABX systems which provide secondary proceed indication you must wait for the secondary proceed dial tone after dialling the initial access digit(s), normally 9 for an outside line. Pressing the LNR key automatically inserts a 3.6 second pause in the dialling sequence.

NB: Do not enter more than 3 consecutive pauses. Failure to comply with this may result in unsatisfactory operation and will invalidate the approval.

### **12.3 MESSAGE WAITING OPERATION**

On 4 wire systems set the switch to 2/5 to enable message waiting on compatible systems. For 6 wire systems set the switches to 1/6. Only one message waiting telephone may be connected to an extension. If more than one message waiting telephone is connected to a line, the system may interpret this as an off hook condition.

### **12.4 GENERAL USE**

It must be noted that there is no guarantee of correct working of this telephone in all circumstances when connected to a PBX. Any difficulties should be referred to the telephone supplier.

This telephone is approved for connection to most PBX's. The supplier of this telephone should be consulted for an up to date list of PBX's with which this telephone is compatible.

## **13. IN CASE OF DIFFICULTY**

In the event of the telephone failing to operate properly, please carry out the following:

- Check that the DIAL MODE SELECTOR and RECALL MODE SELECTOR switches are set to the correct positions for your telephone exchange. If set correctly disconnect the telephone plug from the telephone socket, lift the handset from the cradle and remove the batteries from the battery compartment. Wait for 5 minutes, refit the batteries, reset the clock and re-connect the telephone.

If having done this, the problem still exists, please carry out the following:

- Unplug all extensions on the Exchange Line.
- Plug the telephone into the Master socket.
- If the telephone operates correctly, it is not faulty and a break may have occurred in the extension wiring. The wiring must be checked.
- If the telephone still fails to work, unplug it from the Master socket and plug in a known working telephone. In the event that this telephone does not work, contact your Networks Operator (BT, Hull etc) as it is likely that the exchange line is faulty. If the replacement telephone works correctly the NR200HP Headsetphone must be returned for repair.

**Note:** If BT engineers are called out unnecessarily and the line is not at fault, a charge will be made. If difficulties are still experienced, please contact your supplier.

## **14. Care of your NR200HP Headsetphone**

You have invested in a quality product and simple care and cleaning will keep it in good condition. The plastic parts and cards should be wiped with a cloth dampened with clean water.


DO NOT use spray polishes as these can affect the internal circuits.

DO NOT use abrasive cleaners as these will dull the high gloss finish.

DO NOT let the coiled cord become knotted or twisted.

Do not expose the unit to high temperatures by sitting near radiators, etc. Keep the unit dry and do not install or operate in outdoor conditions.

The handset and base should be cleaned with a soft cloth. Do not apply polishes or strong cleaning agents as these could damage the mouldings.



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